GRIEVANCE PROCEDURES

At Airdale Primary School we support the right of any member of the school community who believes our school behaviour code is not being supportive or enforced appropriately to have their grievance addressed.

The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. It is important that these grievances are kept confidential.

STUDENTS
Steps

1. **Arrange a time** to speak to the teacher

2. Let the teacher know what you consider to be unjust or unfair

3. If the grievance is not addressed let the teacher know you will be speaking to someone else

4. **Arrange a time** to speak to someone in the school leadership team, eg Deputy Principal, Principal., Counsellor

PARENTS
Steps

1. **Arrange a time** to speak to the teacher

2. Let the teacher know what you consider to be unjust or unfair

3. If the grievance is not addressed let the teacher know you will be speaking to someone else

4. **Arrange a time** to speak to someone in the school leadership team, eg Deputy Principal, Principal, Counsellor

5. If you are still dissatisfied approach the Education Director or his/her executive assistant who will try to assist you to resolve the situation

6. Services outside the school you may wish to contact for advice or support could include;

* Manager, Student Support Services
Mr. Luke Davis
Phone 8632 0605

TEACHERS
Steps

1. **Arrange a time** to speak to the person concerned

2. If the grievance is not addressed speak to your line manager and ask for their support in addressing the grievance by speaking to the line manager of the person involved

3. If the grievance has still not been resolved speak to someone in the leadership team with the support of your line manager

4. If you are still dissatisfied approach the Education Director or his/her executive assistant who will try to assist you to resolve the situation